Information, Advice and Guidance Policy

Date established:	March 2016
Updated:	Version 2.9 (date as shown)
Reviewed:	Annually
Purpose:	This policy aims to set out the position of MITSkills regarding Information, Advice and Guidance for Learners.

Aims

MITSkills will ensure that all learners and potential learners are provided with, and have access to, high-quality and impartial information, advice and guidance (IAG).

MITSkills will strive to empower all its learners and customers to make informed self-determined choices regarding their personal development, wellbeing, learning, career and employment options and choices.

MITSkills carries out quality assurance, including observations of IAG delivery by our work-based trainers and staff in line with DfE requirements.

MITSkills partners and subcontractors are required to have IAG processes and arrangements in place to deliver the following objectives.

Information, Advice and Guidance Service

Our service ensures that all employers, learners and potential learners:

- Receive clear, accurate, up-to-date, accessible, objective, and impartial information before committing to a course.
- Receive requested information and advice within seven working days of asking.
- Can access, where appropriate, opportunities to discuss how a course meets their needs with (1) work-based trainers, (2) IAG or support staff in the college, and (3) external specialists.
- Can be confident that staff have been appropriately trained and developed to deliver IAG that meets the **Matrix** Standard.
- Can access information and advice about (1) available financial help, (2) learning support, and/or (3) other opportunities that might meet their needs.

- Can access clear, accurate, up-to-date, accessible, objective, and impartial IAG about progression opportunities.
- Can be confident that their personal information will not be shared with other organisations unless they have first given permission (unless there are legal reasons that affect this).
- Can be signposted or referred speedily for specialist or alternative help, either within or beyond MITSkills.
- Can be confident that MITSkills is meeting the **Matrix** Standard.
- Are provided with a range of opportunities to feed back on the IAG service.
- Receive a first response to compliments, appeals, complaints and suggestions within seven working days.

MITSkills will follow the 8 Core Gatsby Requirements for ITPs
Under the updated DfE careers guidance framework, ITPs are expected to deliver a structured careers programme mapped against the **8 Gatsby Benchmarks**

- **A Stable Careers Programme:** MITSkills will have a relevant careers guidance appropriate to their course
- **Learning from Career and Labour Market Information (LMI):** MITSkills will ensure learners have access to high-quality information regarding local job markets, future skills demand, and the financial implications of career choices.
- **Addressing the Needs of Each Learner:** Guidance will be tailored to individual needs, actively challenging stereotypes and keeping comprehensive records of the advice given.
- **Linking Curriculum Learning to Careers:** Our vocational teachers and trainers will highlight how the course curriculum directly connects to future career progression and employability skills.
- **Encounters with Employers and Employees:** Learners will be given opportunities to engage with employers, such as guest speakers, career mentoring, or networking events.
- **Experiences of the Workplace:** MITSkills will offer "meaningful" workplace experiences (like work placements or job shadowing).
- **Encounters with Further and Higher Education:** MITSkills will ensure learners understand the full scope of next-step opportunities. By the end of their programme, learners will have meaningful interactions with universities, FE colleges, and alternative training routes.
- **Personal Guidance:** Every 16- to 18-year-old will be signposted to the career service for personal guidance.

These objectives can be measured through self-assessment and review. To ensure that we are delivering high-quality IAG, we consider the following:

- Learner/employer survey results
- Destination and progression information
- Compliments and complaints
- Feedback provided through reviews and curriculum team meetings

Principles of Information, Advice and Guidance

MITSkills include the following principles when delivering IAG:

- The needs of the individual are at the forefront, and impartiality, independence and confidentiality are a priority
- Staff will refer to other specialists where appropriate, and after consultation with the person accessing the IAG
- Staff understand the importance of equal opportunities and working in a supportive and non-discriminatory manner
- The IAG we offer is impartial and not biased towards, or influenced by, any particular party, point of view or local policy

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